

# CONWAY MEDICAL CENTER VOLUNTEER MANUAL

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## **WELCOME!**

*It is a pleasure to have you as part of Conway Medical Center Volunteer Services. Volunteer services offer many exciting and rewarding volunteer opportunities. Our volunteers provide non-clinical support services. You have the opportunity to give personal attention and perform tasks in a variety of areas in our hospital. There are numerous service areas from which to choose at Conway Medical Center.*

*Please read this manual carefully; it is your source of information for the important role you play as an essential member of our team.*

*Employees and Volunteers at our Medical Center are committed to providing services to patients in a caring, respectful way. Each member of the Medical Center team has a specific role in maintaining the high quality care and excellent customer service expected by our patients and their families.*

*Each patient/family member with whom you come in contact with may judge his or her experience at our facility by the standards you, as a volunteer set. It is extremely important for all of us to be responsive to the needs of our patients and their families as we continue to provide a caring environment.*

*You are a vital member of the Conway Medical Center team offering your talents to meet the needs of those we serve. We offer personal growth and satisfaction that comes from working and meeting with others and from community involvement. We appreciate the fact that you have time to share a strong sense of responsibility and a willingness to be flexible. We thank you for the commitment you have made by being part of our team. The Medical Center relies on the dedication of people like you to maintain our high standards. You are part of a talented and generous group of men and women who volunteer to make a difference in the lives of our patients, their families and our staff. We hope you find your volunteer experience to be interesting as well as enjoyable and rewarding.*

*It is my pleasure to be of service to you in your role as a Conway Medical Center Volunteer.*

*Sincerely,*

*Carol A. Biagini  
Director of Volunteer Services  
Conway Medical Center  
843-234-5486*

## ACCEPTANCE AND ASSIGNMENT OF VOLUNTEERS

To be a successful healthcare Volunteer, you must be dependable, punctual, and understanding. It is very important to be highly motivated and have a willingness to learn. Personal qualities of a successful volunteer include an emphasis on confidentiality and discretion.

Volunteers are required to complete the application process:

- ✓ Application form
- ✓ Interview
- ✓ Two character references
- ✓ Orientation
- ✓ Criminal background check
- ✓ PPD screenings
- ✓ Training

Personal Interviews are conducted with new Volunteers to ensure appropriate assignment to a service area within the Medical Center. In this interview the assessment of the Volunteer's skills and the needs of our facility will be matched so as to assign a suitable position for our new Volunteer.

**ORIENTATION** All Volunteers will complete an orientation training packet. Training is provided by the hospital staff or by other volunteers. In addition to verbal instructions, there are written Volunteer duties (position profiles) to help define the responsibilities of the Volunteer.

Upon acceptance into the Volunteer Services, the Volunteer must agree to accept and abide by the policies and procedures of the Conway Medical Center, the Volunteer Services Office and the Department to which the Volunteer is assigned. If at any time, an individual Volunteer displays conduct that is not in the best interest of the Medical Center and its patients, the Volunteer will be counseled and or asked to leave. There is a department policy & procedure manual available in the Volunteer Service Center and Director of Volunteer Services Office – Volunteers are asked to be familiar with the policies.

Volunteers may request a transfer of assignment from the Director of Volunteer Services. Volunteers may “shadow” other volunteer opportunities from time to time when considering a transfer to another area. The needs of the facility and the Volunteer's wish to explore other options will need to be matched to ensure high quality patient care and excellent customer service.

**CONFIDENTIALITY** Volunteers hear and see information and other personal matters that are confidential. Volunteers must understand the importance of confidentiality and observe absolute respect for all aspects of what might be learned about patients and their family or their circumstances. Anything one learns or has access to because he or she is a volunteer is not to be repeated except to another member of the patient care team; in a private setting.

Because a breach of the rule of confidentiality is more likely to happen inadvertently than intentionally, it is imperative for volunteers to remain on guard against the careless reference which compromises a patient's privacy. Do not enter into discussions of a patient's illness or treatment with anyone. If you see a friend in the hospital, it is inappropriate and unacceptable to mention that person's presence at Conway Medical Center or its affiliates. All volunteers must sign a commitment to confidentiality statement.

# Everyone has the right to be treated with respect and dignity. Treat others the way you would want to be treated.

**ATTENDANCE** Healthcare volunteers must have a firm commitment. You, as a Volunteer, are a very important member of the Medical Center's team. When a volunteer makes a commitment for service, many people will be affected if the responsibility is not fulfilled. Volunteers must be dependable and report on time as scheduled. Absences should be reported to the volunteer office and area supervisor prior to the scheduled shift. If you are in an area such as the waiting areas, gift shop, nursery or transport, please find a substitute for your absence. If this is impossible – notify the Director of Volunteer Services. (843-234-5486); for the Gift Shop, please notify the Gift Shop Manager. As a general rule, volunteers are assigned to work at regularly scheduled times each week; most shifts being 4 hours.

**TIMEKEEPING** All Volunteers must Sign-in/out at the Volunteer Service Center (Transport Office), Patient Services Entrance, Kingston Nursing Center or Administrative Building (2<sup>nd</sup> fl near the Foundation) at the beginning of their day and at the end of their day. If you volunteer off of the main hospital campus, you may input your hours via the hospital website. Instructions are contained in your onboarding orientation packet or by contacting the DVS. Volunteers are to sign in only for themselves and never for another volunteer. It is important to keep the time accurate as the time reporting reflects your activity at the Medical Center – these time reports are used to honor the Volunteer's achievements and are also reported through Volunteer Services to Administration, it also lets the Volunteer Office know you are in the Medical Center.

Volunteers who will need a leave of absence due to illness, vacation etc., should complete a leave of absence form and turn it into the Director of Volunteer Services. (notification is appreciated when you plan to be off two or more consecutive weeks). Volunteers are a vital component of the Conway Medical Center – we count on the Volunteer being here! Volunteers are to follow the Return to Duty Procedure for Volunteers when returning from a hospitalization or extended illness leave; **absence due to medical procedure or illness for two weeks or longer requires a physician's note to return.**

It sometimes happens that a Volunteer's service does not meet their needs or those of the Medical Center; in that case the Volunteer or the Director of Volunteer Services may decide to discontinue their services. A Volunteer's service may also be discontinued if they are frequently absent, have frequent unannounced leaves/absences or do not comply with the Medical Center or the Volunteer Services policies/procedures. Volunteers generally work at regularly scheduled times each week; most shifts being 4 hours. If the Volunteer decides to discontinue their volunteer work, the Director of Volunteer Services must be informed and their ID Badge returned.

**UNIFORMS** Personal appearance is an important aspect of the volunteer's overall effectiveness. The expectation for a volunteer is that he or she must be neat, clean, well groomed, and project a professional appearance and manner at all times. All Volunteers are required to wear an official uniform, which must be clean, neat and worn at all times when on duty, unless there is a

department specific requirement. Volunteers purchase their own uniform top from the volunteer services department before reporting to their assignment.

The uniform consists of:

- ✓ Jacket, vest or other official polo shirt
- ✓ **White** sleeved shirt under jacket or vest or official RED polo under jacket
- ✓ Navy, black, white or khaki/beige pants
  - Ladies may wear Capri slacks May thru Oct.
  - **NO shorts**
  - **NO denim jeans of any kind - NO leggings**
  - **NO hoodies**
- ✓ Sneakers or comfortable closed toe walking shoe – **NO sandals.**
- ✓ Conway Medical Center photo ID, worn above the waist
  - lost badges, the Volunteer will be charged \$5 for a replacement badge

Cosmetics are to be used moderately. Men are to be clean shaven; if wearing a beard or mustache it must be neatly trimmed. Hairstyles are to be conservative and in good taste. Fingernails are to be conservative in length and color. Jewelry should be conservative, not excessive and without the potential for harm. It is strongly recommended that fragrances not be worn while volunteering because some individuals are sensitive to odors, as they may cause allergic reactions in patients, visitors, staff or others. (perfume, cologne, after-shave lotion, scented hand cream, scented hair products, etc.)

**ID Badges** – everybody must wear a photo ID Badge and no attachments or alterations will be allowed. While on duty you are not allowed to have any facial body piercing – no nose rings, no ear gauges or tongue rings. Hosiery is not required. Skirts are not to be shorter than three inches above the knee. Tattoos must be appropriate for a professional environment or otherwise must be covered. Visible facial and front of neck tattoos which create a distraction must be covered while on duty. Male volunteers must wear a collared shirt and have it tucked in. Appearance exudes trust for our patients. Do remember as a volunteer, you represent Conway Medical Center.

**RESOURCES & DISCOUNTS FOR VOLUNTEERS** In appreciation for the dedication and loyalty our Volunteers contribute to Conway Medical Center – the administration has approved for the Volunteer to receive a complimentary meal in the cafeteria on the day the Volunteer works their scheduled shift. Most shifts for volunteers are a minimum of 4 +/- hours. The Volunteer is to enjoy the meal **either** prior to or immediately following their shift. The Volunteer is not to leave their service area during their shift for the meal. Please enjoy your meal from **ONE** of the following: the Hot Meal Serving Line - A meal consisting of 1 entrée, 2 vegetables, bread, dessert and a beverage; the All American Grill, an Out Take Meal or the Salad & Soup Bar Meal with dessert and a beverage. Coffee/tea is available all day from the bar in the dining room area only this does not include the specialty coffee/cappuccino. Other beverages not consumed with your complimentary meal are the responsibility of the volunteer to purchase. (i.e.: soda, slush, and cappuccino).

The Volunteer is to wear their official CMC uniform and ID badge on premises when volunteering and going into the cafeteria. The Volunteer is to sign their name on the meal receipt provided by the

cashier so that appropriate charges may be applied to the volunteer budget. *Please note: when a “to go” box is requested - an additional fee is charged to the volunteer budget.*

The Volunteer, as a member of the Conway Medical Center team, may use the Out Patient Pharmacy in the Medical Center. No insurance billing is done when using the Pharmacy benefit. There is, in most cases, a savings to the Volunteer. Community discounts are offered and a list may be found in the volunteer transport office.

All these resources are for Active Volunteers only, those who contribute their time and effort on an ongoing basis to our facility. (generally a minimum of 25 hours per quarter)

**TAX DEDUCTIONS** Volunteers claiming tax deductions for South Carolina and Federal income tax may request a print out of their volunteer dates from the Director of Volunteer Services to validate the days that you volunteered. This print out will provide the date and hours a volunteer reported volunteer hours for duty during the calendar year. Other deductions may be permissible. Check with your tax professional for current tax information or visit [IRS.gov](http://IRS.gov) website.

**HUMAN RELATIONS** Many things that a Volunteer may see and hear within the hospital are of a personal nature. Patients have the right to privacy and it is your responsibility to respect that right. Information concerning patients, such as their names, conditions and care **must** be confidential. For these reasons we ask that Volunteers:

- **Do not** read patients’ medical records or allow patients to do so.
- **Do not** ask patients why they are in the hospital, or inquire about the diagnostic details of their care.
- **Do not** try to answer inquiries about health care practices or costs.
- **Do not** speak with reporters or other representatives of the media about a patient of the hospital – alert administration if this should occur.
- **Do** become familiar with the HIPAA regulations and abide by them at all times.
- **Do** keep confidential anything you see, hear, read, or observe about a patient in the hospital.

Patients and family members are often eager to talk to a volunteer, listen in a friendly, noncommittal way. Tactfully evade confidences or questions that you cannot answer and do not discuss controversial subjects with them. If a patient, family or visitor complains about something, don’t argue or offer excuses; simply say *“I am sorry you have had difficulty. I will report that to the proper person”* and do so. Inform the Department Director or refer to the Customer Service Coordinator or the Director of Volunteer Services to resolve any issue.

## **STANDARDS FOR VOLUNTEERS**

- Whenever interacting with patients/customers, all Volunteers should introduce themselves and ask if they can be of assistance. Make sure your ID badge is readily visible.
- Use common sense. When interacting with patients/customers, be polite, smile and say “hello”. Kind words and polite gestures make people feel special.
- Treat patients as adults. Use the patient’s formal name and not their first name or endearing “nickname”. Your words and tone should show respect and consideration. Make eye contact and extend a few words of concern.

- A professional and neat appearance is required to properly represent the institution and to have a positive influence on those we meet. Volunteer dress code must be adhered to at all times.
- If asked specific questions from patients/customers and or peers, Volunteers must make every effort to be as informative as possible.
- Personal conversations in front of patients, physicians, and customers are unacceptable. Also refrain from utilizing patient waiting areas, nurse's stations or elevators for personal conversations.
- Please do not conduct personal business on cell phones while volunteering.
- Privacy and confidentiality are to be maintained at all times! When entering a patient's room, make sure you knock first and state the purpose of your visit. Be professional about what you say and where you say it.
- Noise can be very disturbing to patients, please help maintain a pleasant and restful environment by speaking softly and using equipment carefully.
- Monitor the tone and volume of your voice. Shouting is clearly unacceptable. Your words and tone should show respect and consideration and desire to be of service.
- When interacting with fellow Volunteers and hospital staff, be polite, show respect and consideration. Treat the person as you would want to be treated. When you help your co-workers, you help the patient.

**ANNUAL TRAINING** There will be an annual MANDATORY training update and PPD test that all volunteers will be required to attend in the fall of each year. If you cannot attend a make up packet will be provided.

**GRIEVANCE** In the event that you as a volunteer have an unresolved issue related to his/her service at Conway Medical Center, the volunteer is to discuss the issue with the director of volunteers. If the issue is not resolved to the volunteer's satisfaction, the volunteer may submit a written description of the issue to the volunteer director. The issue will be reviewed with the director's supervisor. Be a team player – complaints are sometimes used as subjects for gossip. Be a professional.

**SOLICITATIONS** Conway Medical Center seeks to provide patient care in a setting free from tension or interruption. It is the policy of Conway Medical Center to prohibit or restrict soliciting in accordance the hospital policy.

Solicitation, defined as the distribution or display of written materials, or any form of selling, promoting or propandizing is restricted on the grounds of Conway Medical Center facilities.

There shall be no solicitation of patients, staff or visitors at any time. There shall be no solicitation of others at any time by a person or agency not associated with Conway Medical as an employee or visitor.

Conway Medical Center will consider violations of this policy by anyone, including volunteers, to be grounds for discipline. If the presence of non-employee/non-volunteer solicitors should be detected, Conway Medical will cause their removal from the property. Suspected violations should be reported to security.

Please do not ask physicians, nurses or other hospital staff for professional advice when you are on duty.

**GRATUITIES** You must not accept tips or gratuities for your services. If forced to take money, tell the patient/family member that it will be donated to the Auxiliary. You may refer such contributors to the Conway Medical Center Foundation.

**INFECTION CONTROL** Volunteers are an integral part of hospital operations. They are involved with staff, patients and visitors. Volunteers provide direction, information and assistance. Volunteers must understand hospital policies and procedures related to Infection Control.

Volunteers receive orientation to hospital infection control policies within the initial orientation packet and annually thereafter as a reminder.

Hand washing is the single most important and most effective way of preventing the spread of infection. Hand wash upon arrival to work, frequently during your work assignments, before and after you use of the restroom, before and after eating and before leaving for home.

Universal/Standard Precautions – all patients' blood/body fluids will be treated as infectious, i.e. AIDS, HIV, Hepatitis B, etc.

Protective precautions:

- ✓ Never enter isolation rooms
- ✓ Never transport blood or body fluid specimens, nor clean up such spills
- ✓ Use proper hand washing techniques
- ✓ Practice Volunteer's Universal Precautions – Treat all blood and body fluids as contaminated and remember that volunteers do NOT handle such substances at all – EVER.
- ✓ Comply with annual PPD testing requirements (TB Testing)
- ✓ Report TB exposures or signs/symptoms to the Employee Health Nurse
- ✓ Be safe – leave housekeeping duties (spill cleanup) to the housekeepers who are specially trained in infection control measures. Remember anyone can place a spill pad over a spill and call for assistance.

If a Volunteer has any doubts about safety or about procedures for infection control, please ask the nursing staff on duty. If you have additional questions, please contact the Director of Volunteer Services.

**SAFETY** Safety at Conway Medical Center is everyone's responsibility. Everyone is expected to follow the safety policies.

**REPORTING ACCIDENTS** There is no such thing as an unimportant accident. Any accident is a danger signal that an unsafe condition or working habit exists. Any accident or injury, which involves a Volunteer who is on duty – no matter how minor – must be reported to the supervisor of the respective department and to the Director of Volunteer Services. An incident report will be completed for you – SREO form (Supervisor's Report of Employee Occurrence)

**ACCIDENT COVERAGE** Conway Medical Center provides insurance to cover medical expenses for accidents that occur in a Conway Medical Center facility while serving as a volunteer.



The insurance covers medical expenses resulting from an accident which are not paid by the individuals Medicare, Medicaid, private insurance or other third-party payer with a designated cap.

If a volunteer is injured while performing volunteer services, the volunteer must report the injury to the director of volunteers and or the employee health nurse. You will be treated immediately for your injury, generally in Employee Health. Medical expenses resulting from the accident will be filed first with the volunteer's private insurance, Medicare, Medicaid or third-party payers. The Conway Medical Center volunteer medical policy will serve as the secondary reimbursement. It is a program provided by Conway Medical Center to ease the financial impact of an accident sustained while performing volunteer services.

**PERSONAL BELONGINGS** Crime prevention is everyone's responsibility – stay alert and be observant and aware of your surroundings at all times. The hospital is a busy public facility. Do not leave personal belongings unattended. You are discouraged from bringing large sums of money and other personal belongings with you during your volunteer assignment. We have no provisions to secure your belongings. Think of yourself as the “eyes” and “ears” of the Hospital by reporting suspicious activity.

## **NO PASS ZONE**

If you are on the nursing floors and a call light in the hall is on.....**DO NOT WALK BY.....**It is everyone's responsibility to assist our patients

### **YOUR ACTION SHOULD BE:**

- Knock on Patients door
- Enter Room
- Use hand sanitizer
- Say Hello, my name is \_\_\_\_\_, I am a volunteer here at Conway Medical. Is there something I can help you with?

### **Scripted responses:**

- I would be happy to help you
- Let me find your nurse to assist you
- I just spoke to your nurse, they will be here in about (number of minutes to help you).
- Thank you for allowing me to help you.
- Before I go, is there anything else I can do for you?
- Smile, Say Goodbye, Use Hand Sanitizer, exit

### **DO's**

- Help patient with call light, telephone, bedside table, chair...
- Help get personal items such as a blanket, pillow, towel, washcloth, slippers, toiletries...
- Place pens, pencils, books magazines in reach
- Help them make or answer phone calls
- Help turn TV on/off or change channel
- Help turn lights on/off

## **DON'T**

- Don't Answer questions about tests, treatments or medications
- Don't raise or lower bed or assist a patient in/out of bed
- Don't enter isolation room
- Don't turn off alarms, IV pumps or machines
- Don't give the patient food or drinks without talking to the nurse first

## **EMERGENCY ANNOUNCEMENTS**

Volunteers must be prepared to clearly understand the **EMERGENCY ANNOUNCEMENTS** used by Conway Medical Center:

### **TO REPORT AN EMERGENCY**

Call 5555. Identify Type of Event + Location. Follow procedures for each Code & Alert. Procedures are outlined in your orientation packet

### **EMERGENCY CODES**

Code Blue	Medical Emergency
Code Orange	Bomb Threat*
Code White	Missing Psych Patient

### **FACILITY ALERTS**

Fire  
Tornado  
Mass Casualty\*  
Contamination \*  
Technology Interruption

### **SECURITY ALERTS**

Bomb Threat  
Active Shooter \*  
Armed Subject  
Controlled Access \*  
Security Assistance  
Missing Adult/Child/Infant  
Missing Psychiatric Patient

\*Activates Incident Command

## **FIRE SAFETY**

The Medical Center is equipped with Fire Safety equipment and policies. Please follow the direction of your supervisors during any fire emergency or drill. It is a priority to keep our volunteers safe.

In case of Fire:

### **RACE:**

- ✓ R            Rescue anyone in immediate danger
- ✓ A            Alarm – activate the nearest pull box
- ✓ C            Contain the fire – close all doors
- ✓ E            Extinguish the fire – if possible,  
                  Otherwise evacuate.

Attempt to extinguish a small fire if possible. Otherwise, evacuate. Small fires contained in a trash can may be extinguished by placing a blanket over the fire to smother it out.

For extinguisher use:

- ✓ P            Pull the pin
- ✓ A            Aim at the base of the fire
- ✓ S            Squeeze the trigger
- ✓ S            Sweep from side to side

Types of Fire extinguishers:

- A - Water - used for wood, paper, cloth rubbish
- B - Carbon Dioxide – used for flammable gasses, liquids
- C- Chemical – used for electrical fires
- A B C – Used for all fires listed above.

**Horizontal evacuation** is moving patients & visitors to a safe place along the same floor. **Vertical evacuation** is a safe place above or below the level of the fire. This type of evacuation is conducted by staff who are specifically trained to conduct horizontal and vertical evacuation.

**PARKING** For the well-being of volunteers, visitors and employees, the Security department at Conway Medical Center encourages those leaving the facility alone after dark to dial 234-7555 to request a security officer for an escort to your car. Volunteers are to park in the outer most perimeters unless handicap parking is needed. Please refer to your map.

**NICOTINE FREE ORGANIZATION** Conway Medical Center is committed to the promotion of health. Since it is our mission to improve the overall health of the community we recognize that nicotine use or even the appearance of nicotine use at our facilities is contrary to that mission. Additionally, smokeless tobacco and electronic delivery devices may convey an inaccurate message with its appearance and create confusion and concern for health risks to others. It is the policy of the organization that the use of nicotine products is prohibited on premises by all individuals. Compliance is expected and will be sought with compassion, tact, diplomacy and appropriate judgment.

**HARASSMENT** It is the policy of Conway Medical Center to prohibit discrimination on the basis of race, gender, religion, national origin, age, disability or similar distinctions.

In addition, it is our policy to provide a work environment in which all are free from discomfort or pressure resulting from jokes, ridicule, slurs and harassment either relating to such distinctions or simply resulting from a lack of consideration for a fellow human being.

If a volunteer feels that this policy has been violated by anyone with whom he or she comes in contact on the job, regardless of whether it is by a fellow worker, a supervisor, a physician, a patient, a volunteer or a member of the general public, the volunteer should report the incident immediately to the director of volunteer services or to remain anonymous, call the compliance hotline at 888-398-2633. The complaint will be kept as confidential as possible, consistent with an efficient investigation.

Volunteers and employees who are found to have violated this policy will be subject to action commensurate with the seriousness of their conduct.

**DISMISSAL** Volunteers may be discharged for misconduct or poor work performance. In this regard, while it is our practice not to discharge volunteers on the spot, certain situations may occur that call for immediate action. In this case, the director may reach the conclusion to discharge without notice.

Any volunteer discharged as a result of the violation of any policy/procedure of Conway Medical Center is not eligible for reinstatement.

## **CONWAY MEDICAL CENTER FOUNDATION**

***Helping to Bring Better Health to Life*** The Conway Medical Center Foundation is a not-for-profit corporation established in 1988 as a charitable organization to **provide support to Conway Medical Center** in its effort to fulfill its mission and goals. The Foundation is **dedicated to improving the quality of life of all individuals** in the Conway Medical Center service area. The Foundation develops and encourages cooperation between the Medical Center staff and board, and amongst the medical staff, the community and supporting organizations through means of educational and promotional activities. Resources for the Foundation are derived from fund raising, donations, grants and other sources, where appropriate, to assure long-term growth and development. The Volunteer Service office, on occasion, does share your contact information with the Conway Medical Center Foundation.

***Thank you for being a CMC Volunteer!!***